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M.L.

SERVICE METRICS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Continuing Patent Application of:

Robertson et al.

Art Unit: **TBA**

Serial No.: **09/603,174**

Examiner: **TBA**

Filing Date: **June 23, 2000**

For: **A Method And System For Internet
Performance Monitoring Analysis**

Box Patent Application
Assistant Commissioner for Patents
Washington, DC 20231

PRELIMINARY AMENDMENT

Sir:

In advance of examination, please amend the above-referenced Patent Application, as follows:

IN THE CLAIMS

10. (Amended) A system for performance monitoring and analysis of web pages from a [web] server through a global computer network comprising:

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a plurality of agents located at distributed points throughout [a] said global computer network;

each of said agents being under the control of software to collect [the] object level data and to measure access parameters while the collection of the object-level data occurs; and

a monitoring component to receive measurement data from said agents.